Information

Quality Assurance and Control Training (16 hours)

INTRODUCTION

This **Quality Assurance and Control training course** is designed to develop the delegates' skills in quality assurance and control and give them the best practices they require to implement different types of quality programs, including ISO 9001 and TQM, within their organization. Quality assurance and control are integral components of a quality management system that ensure that the product or service being delivered meets the customer's expectations.

Quality assurance and control systems provide guidance on principles, methods, and best practices for organizations to strive for excellence in everything they do. Quality management is a leadership practice that has a positive impact on the entire work environment. Effective leaders build a solid foundation that allows them to develop truly committed employees with high morale and improved performance, providing employees with opportunities for participation, problem solving, and teamwork, it creates a level of motivation within each employee.

This QESH Services Quality Assurance and Control training course focuses upon the following themes:

- Quality Management as a fundamental business strategy
- Cultural Transformation for successful implementation of Quality Assurance and Control Best Practices
- Various Excellence Models
- The Impact of Team Dynamics on the Effectiveness of Organizational Improvement Projects
- The Importance of Leadership involvement in the Quality Management Process

Objectives

By the end of this Quality Assurance and Control training course, delegates will be able to:

- Define the major benefits to the organization of Quality Management
- Understand the impact of leadership to support quality management systems
- Develop measuring and improvement processes for quality assurance and control
- Describe how Quality Management can be introduced into their work place
- Identify useful quality improvement techniques for continual improvement

- Discuss the importance of quality standards, models and awards (ISO and TQM etc.)

Training Methodology

This **Quality Assurance and Control training course** is highly-interactive and encourages delegate participation through a combination of lectures, group discussion, practical exercise, case studies, and breakout session designed to reinforce new skills. The comprehensive training course hand-out has been designed to be practical, easy to use and facilitate learning. Delegates will gain the skills and motivation they need to create long-lasting change.

Organisational Impact

There will be enhanced Organizational Performance as a result of:

- Improved Quality Assurance and Control Processes and techniques
- A shared organizational vision for promoting Quality Management
- Improved intra/interdepartmental communications effectiveness
- Improved Employee Morale and Cooperation
- Increased Profitability and Efficiency
- Enhanced Planning, Quality Assurance, and Quality Control Measures
- Improved Leadership and Team-building Skills

Personal Impact

This training course will benefit the participants to gain an understanding of the quality management improvement techniques available and an appreciation of which ideas will be feasible in their organisztions. In particular, individuals will gain:

- An increased appreciation for their role in helping their organization achieve improved quality management, assurance, and control
- Up-to-date techniques and methods to help them provide Quality Management for continual improvement
- Enhanced leadership and team-building skills required to excel in their career
- Improved active listening and questioning skills to enhance communication effectiveness
- Increased problem solving and critical thinking skills
- An understanding of which business improvement techniques are applicable in given situations

WHO SHOULD ATTEND?

This Quality Assurance and Control training course will significantly benefit the participants to influence and advise their organization on business improvement, which will include those having the authority to implement new ideas or influence senior staff to adopt improvements:

This QESH Services Quality Assurance and Control training course is a suitably wide range of professionals but will significantly benefit:

- Senior Management
- Quality Assurance and Quality Management Managers and Staff
- Department Managers
- Team Supervisors
- Human Resource Managers
- Training Managers
- Customer Service Professionals

Duration: 4 times 4 hours

May 24 & 31 June 7 & 14, 2024 from 08:00-12;00

Cost: AWG 1.295, - p.p.

Includes: Hand-out, digital certificate of participation, coffee, tea, water and snacks.

Training location:
At QESH Services or in-house at your appointed location.